

**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**Docket No. 03-60**

**Respondent:** Jim McLaughlin  
**Title:** Executive Director - Operations

<b>REQUEST:</b>	AT&T Communications of New England, Inc., Set #5
<b>DATED:</b>	January 21, 2004
<b>ITEM: AT&amp;T 5-186</b>	How many Verizon employees in Massachusetts perform hot cuts as part of their job responsibilities?
<b>REPLY:</b>	Please see Verizon MA's response to MCI Information Request 1-12.

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**Respondent:** Kevin Van Inwegen  
**Title:** Manager – Wholesale

**REQUEST:**

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**DATED:**

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**ITEM: AT&T 5-187**

The following questions relate to Tables 3 & 4 found on pages 16 & 20 of William E. Taylor's Testimony and the accompanying explanation of the data contained therein:

- (a) Please describe in detail the migration process that Verizon follows when it wins a customer back from a facilities-based CLEC that provided service to the customer using its own loop and switch. This process description should include any service order, coordination, physical wiring, etc., work activities that must be performed by Verizon to achieve this migration.
- (b) Please describe in detail the migration process that Verizon follows when CLEC A wins a customer from a facilities-based CLEC B and CLEC A requests a UNE-L from Verizon in order to serve that customer. The process description should include any of the service order, coordination, wiring, etc., steps that Verizon must perform to provide an unbundled loop to CLEC A.
- (c) Please describe in detail the migration process that Verizon follows when it loses a retail customer to a facilities-based CLEC. This process description should include all of the service order, coordination, physical wiring, etc., steps that Verizon must perform to achieve this migration.
- (d) Please describe in detail the migration process that Verizon follows when a CLEC that provided service to its customer using resold Verizon service loses that customer to a facilities-based CLEC. This process description should include all of the service order, coordination, physical wiring, etc., steps that Verizon must perform to achieve this migration.

**ITEM: AT&T 5-187  
(Cont'd)**

- (e) Please describe in detail the migration process that Verizon follows when a UNE-L CLEC loses a customer to a facilities-based CLEC. This process description should include all of the service order, coordination, physical wiring, etc., steps that Verizon must perform to achieve this migration.

**REPLY:**

- (a) This situation would be treated as a new retail installation with a port, essentially:
  - 1) Customer calls business office indicating that it wants to obtain local telephone service from Verizon MA.
  - 2) As the end user is currently the customer of a CLEC, Verizon sends a Local Service Request ("LSR") to the CLEC notifying it that the telephone number will be ported to Verizon.
  - 3) The order is processed as a new retail line. In this case, the order requires a field technician dispatch to complete the installation. Upon completion of the field work, the field technician calls the WCC to request that the port be worked.
- (b) This situation would be treated as a new UNE-L installation, essentially:
  - 1) CLEC A submits an LSR indicating that it wants to order a new UNE-L.
  - 2) As the end user is currently the customer of CLEC B, Verizon sends an LSR to CLEC B notifying it that the telephone number will be ported to CLEC A.
  - 3) The order is processed as a new loop. In this case, the order requires a field technician dispatch to complete the installation. Upon completion of the loop work, the field technician calls to advise the CLEC that the circuit has been installed.
  - 4) The porting is coordinated between the two CLECs.
- (c) Please see Verizon MA's response to AT&T Information Request 3-109 part (a).
- (d) This is the same process as referred to in part (c) with the additional step of sending an LSR to the CLEC that is losing the customers.

**ITEM:**     **AT&T 5-187**  
**REPLY:**    **Cont'd**

- (e) When Verizon MA is notified that a customer being served by UNE-L is being migrated to a facilities-based CLEC, two orders are issued and an LSR is sent to the CLEC that is losing the customer to advise it that it is losing the customer. The two orders are:
- 1) A disconnect for the loop that is processed on the day the CLEC requests, i.e. the physical wiring is removed from the local frame and the dial tone is removed from the switch.
  - 2) A trigger order to allow the number to be ported out to the CLEC's switch on the due date.

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**ITEM: AT&T 5-188** How will status information be updated on Verizon's WPTS? Will status information be updated differently depending on what step has been accomplished in the provisioning process? If so, please indicate how status information will be updated at each point of the provisioning process at which an update is proposed.

**REPLY:** Verizon MA objects to this Information Request to the extent that it is vague and ambiguous. Subject to and without waiving that objection, please see Verizon's response below, which addresses this question in the context of the Basic Hot Cut process:

In the Basic Hot Cut Process, the frame technician performs a dial tone check and pre-wire on due date minus two and directly inputs the result into WPTS for the RCCC and CLEC to view. On the morning of the due date, the CLEC directly updates WPTS with the 'Go/No Go' notice. The RCCC then notifies the frame technician via WPTS. If the CLEC has stated the Hot Cut is a "go", the frame technician completes the work and then posts the results in WPTS. Finally, the CLEC accepts the order in WPTS for the RCCC to confirm and close out the order.